

We are working to improve our network in your area.



We are always working to provide better and richer experiences to our customers.

This includes continuously improving and expanding our fiber network infrastructure.



In the next few weeks, we are upgrading the network in your area. You will experience service interruptions that will take place during weekday hours. Our goal is to complete this work and have your services up by 2:00 pm.

Here is what to expect so you can plan accordingly:

- Your XFINITY Internet, TV, and Voice services will be interrupted and you will experience intermittent, and in some cases consistent loss of service. This will include your ability to make 911 calls.
- Your XFINITY Home services will continue to be active and monitored.

Be on the lookout for a door hanger with additional information about when we will be in your neighborhood and when your services will be interrupted.

Our goal, as we enhance our network, is to affect as few customers as possible for as short of a period of time as possible. We apologize in advance for any inconvenience.

This network improvement activity will pave the way for more awesome – i.e. faster Internet speeds, better reliability, and future innovation and service enhancements.

As always, thank you for being an XFINITY customer.

Sincerely,

Your XFINITY Team